

APR. -22' 03(TUE) 13:39

6/a
P. 002/007
2-23-03
McJory

Attorney's Docket No. 038190/202935

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Hein *et al.*
Appl. No.: 09/656,678
Filed: September 7, 2000
For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND
RESOLUTION AND ASSOCIATED METHOD

Confirmation No.: 1936
Group Art Unit: 3621
Examiner: Bayat, Bradley B.

April 22, 2003

Box Non-Fee Amendment
Commissioner for Patents
Washington, DC 20231

OFFICIAL
FAX RECEIVED

APR 22 2003

AMENDMENT
(37 C.F.R. § 1.121)

GROUP 3600

Sir:

In response to the Office Action mailed January 22, 2003, please amend the above-identified application as follows:

In the Abstract:

Please amend the Abstract as follows:

A method of collaboratively identifying, prioritizing, and resolving issues is provided.

Q1
An issue and/or a comment corresponding to the issue are received over a computer network from a customer and/or an originating entity via respective computer devices and posted on a discussion-capable electronic media accessible to the computer devices, as well as a third computer device. The third computer device is used by a committee comprised of a customer representative and originating entity representative to access the electronic media to separate the posted issues into rejected issues and action issues, at least partially based on the posted comments. The committee prioritizes the action issues and sends resolution directions for each action issue to the customer and/or a manufacturer. Once a resolution proposal for an action

This facsimile message and its contents are legally privileged and confidential information intended solely for the use of the addressee. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, copying or other use of this message and its contents is strictly prohibited. If you have received this telecopy in error, please notify us immediately by telephone and return the original message to us at the address shown below via the Postal Service. Thank You.

ALSTON & BIRD LLP

3201 Beechleaf Court, Suite 600
Raleigh, NC 27604-1062

919-862-2200
Fax: 919-862-2260

TELECOPY

PLEASE DELIVER AS SOON AS POSSIBLE

OFFICIAL**FAX RECEIVED**

APR 22 2003

GROUP 3600**DATE:** April 22, 2003**TO:** Examiner Bradley B. Bayat - USPTO**FROM:** Kevin R. Lyn**In re:** Hein *et al.***Appl. No.:** 09/656,678**Filed:** September 7, 2000**For:** SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND
RESOLUTION AND ASSOCIATED METHOD**Confirmation No.:** 1936**Group Art Unit:** 3621**Examiner:** Bayat, Bradley B.

Please see the attached Amendment (6 pages) in reference to the above-identified U.S. patent application.

NO. OF PAGES:
(Including cover page)**OPERATOR:** 3/83306**IF NOT RECEIVED PROPERLY, PLEASE NOTIFY ME IMMEDIATELY AT****USER CODE:** LYNKE
CLIENT/MATTER: 038190/202935
REQUESTED BY: Kevin R. Lyn**FAX NUMBER:** 1-703-746-6128**VOICE NUMBER:** 1-703-305-8548